

ISO Management Review Meeting Minutes  
25 April 2001

The ISO Management Review Meeting was held in Room 856 at Louisville District Office between 8:00 am and 3:00 pm. The meeting was called to order by Craig Meuter. Others in attendance were George Jageman, Rick Schipp, Rick Markwell, John Briggs, Dave Klinstiver, Gary Fitzgerald, Don Crain, Ken Stegall, Karen Sweeney, Charles Haddaway, Carroll Winslow, Angie Puckett, Duane Dyer, and Wesley Barber.

**Organizational structure** was reviewed and it was decided to leave Jerry McGill's position on the ISO Management Team and automatically insert his replacement as a team member. The selection is pending and should be completed soon. The team also decided to include McAlpine Resident Office as an individual office for ISO Certification. A memo will be send to ABS responding to the recent external audit requesting that McAlpine be certified along with the existing five offices currently certified for Construction Division. The memo should also request a change to an annual external surveillance audit instead of two audits per year. Tasker for Wes Barber.

**Quality policy** was reviewed and determined to be adequate at this time pending the transition into the Louisville District ISO 9001:2000 certification. However, several incorrect titles were found for team members who signed the Quality Policy. Wes Barber was tasked to make the corrections.

**Quality objectives** were reviewed. The definition of "construction contract" used throughout the quality objectives was discussed. The team decided that a definition needed to be included in the district quality system manual and that an interpretation of the definition should be included in these minutes. Wes Barber was tasked with these two actions.

**Draft Definition of "construction contract"** – A phase of a project that requires construction management services that includes items such as scope of work, quality requirements, expectations, costs, budgets, and schedules. For purposes of requirements such as QC plan and QA project supplement, a contract may include delivery orders or task orders in excess of \$1,000,000 for which a construction project is executed. In this case, there may be a base contract with individual projects treated as separate contracts.

**Customer feedback** was discussed. Wes reviewed ISO Standard excerpts relating to customer communication and customer satisfaction. Most area/resident engineers stated they are still having difficulties receiving customer surveys from their project managers. A PAR was proposed to try to solve this problem tasking Chief of CD to contact P3MD and request improvements in the customer survey processes. See PAR 01-01. Tasker for George Jageman.

**Quality procedures** were reviewed including an advanced look at the ISO 9001:2000 outline of Project Management Business Process quality manual and Construction Management procedure that is part of that quality manual. Wes stated the quality manual will be implemented later this year and has not been finalized as editing is ongoing. The PMBP quality manual is intended to cover processes from cradle to grave for each project. Angie stated that District ISO Management Team has not yet been determined.

**Training** was discussed including the transition training of the workforce to the new standards. Plans are that sessions will be held in Louisville for the majority of people and that possibly four training sessions will be held for offices remote from Louisville rather than video training. The intent is to try to train people in mixed groups with all types of team players together. This is expected to be more productive in the learning process. The training sessions should begin about the end of May to early June 2001. The new standards pertaining to training were reviewed and it was suggested that office be sure to document ISO training as they document safety training. Rick Markwell raised the issue about ISO training and involvement for projects under Louisville District that other district offices are also handling. Angie Puckett stated she thought that, based on conversations with the ISO consultants, all projects being delivered by Louisville District would be included under the District ISO certification. Angie said she would check on that question. Tasker for Angie. Wes suggested ISO awareness training be conducted similar to safety meetings and document.

**Performance data** was reviewed. Angie Puckett stated that quarterly reporting was being done as required. Carroll Winslow indicated that the SOP for Mods and Claims was being updated. The team decided to allow revisions to CQP 4.20 to state that reporting of performance data should be at least annually instead of quarterly. Tasker for Wes Barber.

**Internal audit** results were discussed including a summary list of internal audit findings since the previous ISO Management Meeting was held. The list of findings including observations is attached to the minutes.

The requirement for auditing ISO standards as well as auditing our own quality system was discussed. Rick Schipp suggested change in language to our procedures that written observations from internal audits require no written response. Wes said he would look at that during discussions with the PMBP procedure for internal auditing. Tasker for Wes Barber.

Wes Barber reviewed ISO Standard 8.2.2 with the team concerning internal auditing.

The internal auditing schedule for 2001 was reviewed. The team decided that the 2000 audit schedule should be deleted from the Schedule of Internal/External Audits since they appear on the Index of Internal Quality Audits that lists all audits from the beginning. Also, the management team decided to cancel the Joliet and Youngstown formal internal audits from the schedule although limited individual auditing could be performed as part of a QA visit from appropriate technical staff. Karen Sweeney requested the Ft. Knox

audit schedule be moved away from September time frame due to the fiscal year-end business. The above changes to the audit schedule were tasked to Wes Barber.

**External audit** results were discussed. Wes reviewed summary of external audit findings and a copy is attached to the minutes. Wes has two corrective actions and Karen has one.

The external audit schedule was also discussed. Only one more external audit was scheduled prior to recertifying Construction Division. However, the Transition Plan changes this plan if ISO 9001:2000 is implemented at a time frame that does not allow CD's certification to lapse and ABS agrees to an annual external audit allowing additional time to implement the new quality system. See Para. 2 tasker above.

**No unresolved/incomplete tasks** from previous meeting according to Wes.

**Nonconformities, deficiencies, CARs and PARs** were discussed. Three PARs were initially proposed and the team voted in favor of including all three PARs into the system. Wes Barber was tasked to appropriately revise the PARs and get them in the system. Also, Rick Schipp was tasked to develop a PAR to improve the process for Civil Works customer surveys. Dave Klinstiver suggested a PAR to improve the recently drafted JOC/IDIQ procedures to include field office procedures that appear to be missing. This effort was tasked to Carroll Winslow.

Wes Barber mentioned that the **District QA Plan** was due for revision and asked team members to review the plan and provide comments. Wes was tasked to email reminders to the team.

The team broke for lunch at 11:30 and reconvened at 12:30.

Representatives of CD-A (for mods process) and Information Management attended for **RMS** discussion. Bill Gilmour presented pro's and con's of RMS Windows Version and recommended the district continue using RMS DOS Version until the Windows version was improved enough to be practical for field offices to use. IM felt that the system would be ready by the end of May including security measures to begin inputting data. George said to focus on 31 May. All offices represented agreed to have their quality data current by 31 May.

Meeting adjourned about 3:00.